Commerce

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Commerce	1 0	54 29	1 0	56 29
Customer Company Total	1 0	54 29	1 0	56 29

Commerce

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	Medium	MIR Total
Commerce	1 0	54 5	1 0	56 5
Customer Company Total	1 0	54 5	1 0	56 5

Commerce

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Commerce	1 0.55	54 0.25	1 0.27	56 0.26
Customer Company Total	1 0.55	54 0.25	1 0.27	56 0.26

Commerce

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Commerce	1 0	54 1	1 0	56 1
Customer Company Total	1 0	54 1	1 0	56 1

Commerce

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Commerce	1 0.64	54 0.61	1 0.35	56 0.60
Customer Company Total	1 0.64	54 0.61	1 0.35	56 0.60

Commerce

Detail

Incident	Person	Category	Type	Service	TIR Missed	TIR	TTR Missed	TTR
INC000000253492	David B Taylor	Telecom	Call/Receive	Telephone	No	0.55		
	Voice Operations	Julie Sabato	Commerce	High	Closed		No	0.64
INC000000256102	Charles Smalley	Application	Error	Novell GroupWise	No	0.26		
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed		No	0.28
INC000000256141	Dan S Jones	Application	Password	Utah Master Directory	No	0.20		
	Help Desk	Eileen Dubach	Commerce	Low	Closed		No	0.20
INC000000256148	Ao Pauga	Application	Password	Utah Master Directory	No	0.23		
	Help Desk	Eileen Dubach	Commerce	Low	Closed		No	0.23
INC000000256267	Vilath Kinnavongsa	PC/Laptop	Error	None	No	0.27		
	Metro A Help Desk	Cindy Schroeder	Commerce	Medium	Closed		No	0.35
INC000000256557	Jody Woolf	None	None	None	No	0.00		
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed		No	0.04
INC000000256558	Charles Smalley	Application	Error	None	No	0.00		
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed		No	0.04
INC000000256749	Sheila Thomas	Network	Error	None	No	0.21		
	Metro A Help Desk	Liz Evans	Commerce	Low	Closed		No	0.24
INC000000256768	Pamela Bennett	Telecom	Call/Receive	Telephone	No	0.08		
	Voice/Data/WAN Services	Greg Blessing	Commerce	Low	Closed		No	0.19
INC000000257222	Ronda Trujillo	PC/Laptop	Password	None	No	0.52		
	Metro A Desktop Support	Edward Fortner	Commerce	Low	Closed		No	0.52
INC000000257899	David B Taylor	Application	Error	None	No	0.00		
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed		No	0.00
INC000000257912	Ronda Trujillo	Application	Error	ZENworks for Desktops	No	0.00		
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed		No	0.00
INC000000258132	Peter Anjewierden	Telecom	Voice Mail	None	No	0.31		
	Voice Operations	Annette Nielsen	Commerce	Low	Closed		No	0.51
INC000000258898	Jody Woolf	PC/Laptop	Error	None	No	0.00		
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed		No	0.00
INC000000258901	Maxine McBurnett	Network	Error	None	No	0.00		
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed		No	0.00
INC000000259449	Danny Martinez	Application	Error	Novell GroupWise	No	0.00		
	Metro A Help Desk	Cindy Schroeder	Commerce	Low	Closed		No	0.00

Commerce

INC000000259453	Cyndy Nelson	PC/Laptop	None	Novell Client for 32-bit Windows	TIR Missed: Yes	TIR:	1.37
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	1.37
INC000000259474	Mary Ester Allers	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000260015	Matani Manatau	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.55
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	1.33
INC000000260028	Ao Pauga	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.34
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR:	1.44
INC000000260231	Karen McMullin	Network	Incident	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000260415	Lloyd Hansen	Application	Error	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000260419	Jody Woolf	Application	Error	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000261158	Carolyn Dennis	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.11
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: Yes	TTR:	6.06
INC000000261192	Joanne Hogenson	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No	TIR:	0.12
Voice/Data/WAN Services	Greg Blessing	Commerce	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000261945	Ronda Trujillo	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	1.08
INC000000263047	Vilath Kinnavongsa	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.60
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	0.60
INC000000263573	Bowen Call	Application	Reporting	None	TIR Missed: No	TIR:	0.63
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	2.99
INC000000263731	Debra Troxel	Network	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	TTR:	0.50
INC000000264202	Jody Colvin	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR:	0.71
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.71
INC000000264444	Marla Winegar	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000264455	Connie Call	Network	Error	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000264457	David B Taylor	Application	Error	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.00

Commerce

INC000000264596	Elliot Lawrence	Application	None	None		TIR Missed:	Yes	TIR:	1.68
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed:	No	TTR:	1.70
INC000000265040	Jim Bolton	Application	Reporting	Microsoft Word		TIR Missed:	No	TIR:	0.06
	Metro A Desktop Support	Edward Fortner	Commerce	Low	Resolved	TTR Missed:	No	TTR:	2.69
INC000000266003	Debra Troxel	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved	TTR Missed:	No	TTR:	0.07
INC000000266143	Dee Johnson	PC/Laptop	Virus	None		TIR Missed:	No	TIR:	0.30
	Metro A Desktop Support	Edward Fortner	Commerce	Low	Resolved	TTR Missed:	No	TTR:	2.36
INC000000266203	Cyndy Nelson	Network	Error	None		TIR Missed:	Yes	TIR:	1.05
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed:	No	TTR:	1.06
INC000000266224	Kent Barnes	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved	TTR Missed:	No	TTR:	0.11
INC000000266284	Julie Price	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Commerce	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000266433	Carlos Alamilla	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000267113	Mary Price	PC/Laptop	Performance	None		TIR Missed:	Yes	TIR:	1.55
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed:	No	TTR:	2.87
INC000000267199	Charles Smalley	Application	Error	Microsoft Word		TIR Missed:	No	TIR:	0.94
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed:	No	TTR:	1.41
INC000000267553	Su Chon	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000267555	Noel Taxin	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000267559	David Coombs	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000267824	Lee Avery	Application	Error	Adobe Reader		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000267896	Kenneth Barton	Application	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.25
	Metro A Help Desk	Cindy Schroeder	Commerce	Low	Resolved	TTR Missed:	No	TTR:	0.35
INC000000267945	Jody Colvin	Application	Password	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000268047	Wayne Jeppson	Application	Error	Microsoft Word		TIR Missed:	Yes	TIR:	1.04
	Metro A Desktop Support	Edward Fortner	Commerce	Low	Resolved	TTR Missed:	No	TTR:	1.04

Enterprise Incident Report February 2011

As of **3/1/2011**

Commerce

INC000000269001	Carlos Alamilla	Network	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269190	Denise Moss	Telecom	Hardware	None		TIR Missed: No	TIR:	0.28
Voice/Data/WAN Services	Mike Johnson	Commerce		Low	Resolved	TTR Missed: No	TTR:	0.40
INC000000269461	Ronda Trujillo	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Commerce		Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000269707	Theresa Reinders	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Commerce		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269748	Theresa Reinders	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.11
Help Desk	Brenda Treadway	Commerce		Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000269779	Su Chon	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce		Low	Resolved	TTR Missed: No	TTR:	0.00